

This listing of claims will replace all prior versions,  
and listings, of claims in the application:

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1 Claim 1 (currently amended): A method of providing  
2 customer service to a user of the Internet, the method  
3 comprising the steps of:  
4 receiving a message, originating from a  
5 computer located at a user premise, over the Internet  
6 representing a request for a call from a customer service  
7 representative, said message including a telephone number  
8 corresponding to said user and a telephone number  
9 corresponding to at least one customer service  
10 representative; and  
11 operating, in response to said received  
12 message, calling equipment to establish a call between  
13 said user and a customer service representative.

1 Claim 2 (currently amended): The method of claim 1,  
2 wherein said telephone number corresponding to at least  
3 one customer service representative is one of a telephone  
4 number of a customer service center and a telephone  
5 number of a customer agent ~~further comprising the step~~  
6 ~~of:~~  
7 ~~— assigning a customer service representative to~~  
8 ~~respond to said received message; and~~  
9 ~~— transmitting a first telephone number~~  
10 ~~associated with said user and a second telephone number~~  
11 ~~associated with the assigned customer service~~  
12 ~~representative to said calling equipment.~~

1 Claim 3 (currently amended): The method of claim 2,  
2 further comprising, prior to said step of receiving a  
3 message:

4 operating said computer located at a user premise to  
5 obtain said telephone number corresponding to at least  
6 one customer service representative from a Web page  
7 ~~wherein the message from said user includes a telephone~~  
8 ~~number which can be used to call the user.~~

1 Claim 4 (currently amended): The method of claim 2 3,  
2 wherein the message from said user further includes  
3 desired contact time information.

1 Claim 5 (original): The method of claim 4, wherein the  
2 message from said user further includes web page  
3 information.

1 Claim 6 (original): The method of claim 3, wherein the  
2 message from said user further includes a business  
3 identifier.

1 Claim 7 (original): The method of claim 6, wherein the  
2 message from said user further includes customer service  
3 representative information.

1 Claim 8 (original): The method of claim 1, wherein said  
2 conference equipment includes an intelligent peripheral  
3 device, and

4 wherein said step of operating calling  
5 equipment includes:

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6                   operating the intelligent peripheral  
7           device to initiate a first call to said user  
8           using the first telephone number;  
9                   operating the intelligent peripheral  
10          device to initiate a second call to said  
11          customer service representative using the  
12          second telephone number; and  
13                   operating the intelligent peripheral  
14          device to bridge the first and second calls.

1    Claim 9 (original):   The method of claim 1,  
2                   wherein said calling equipment is a telephone  
3    switch, and  
4                   wherein said step of operating calling  
5    equipment includes:  
6                   operating the telephone switch to initiate a  
7    first call to said user using the first telephone number;  
8                   operating the telephone switch to initiate a  
9    second call to said customer service representative using  
10   the second telephone number; and  
11                   operating the telephone switch to bridge the  
12   first and second calls.

1    Claim 10 (original):   The method of claim 1, further  
2    comprising the steps of:  
3                   assigning, in response to the received message,  
4    one of a plurality of customer service representatives to  
5    service said user; and

6                    sending information associated with said user  
7                    to a computer system associated with the assigned  
8                    customer service representative.

A 1                    Claim 11 (original): The method of claim 10, wherein  
2                    sending information associated with said user includes:  
3                                       transmitting said information over the Internet  
4                    to the computer system associated with the assigned  
5                    customer service representative.

1                    Claim 12 (original): The method of claim 10, wherein  
2                    sending information associated with said user includes:  
3                                       transmitting said information over a local area  
4                    network to the computer system associated with the  
5                    assigned customer service representative.

1                    Claim 13 (original): The method of claim 10, further  
2                    comprising the step of:  
3                                       receiving sales information from the customer  
4                    service representative.

1                    Claim 14 (original): The method of claim 13, wherein the  
2                    computer associated with the customer service  
3                    representative is located at the customer service  
4                    representative's residence.

1                    Claim 15 (original): The method of claim 13, further  
2                    comprising the step of:  
3                                       supplying, over the Internet, to a computer  
4                    system associated with said user a web page including a

5 button which can be activated to initiate the  
6 transmission of a call request message over the Internet.

1 Claim 16 (currently amended): A method of using a  
2 computer coupled to the Internet, the method comprising:

A 3 operating the computer to retrieve from the  
4 Internet a web page including a button which can be  
5 activated by a user of the computer to request a call  
6 from a customer service representative;

7 operating the computer to display said web page  
8 to said user;

9 operating the computer to detect activation of  
10 said button by the user; and

11 in response to activation of said button,

12 i. generating a call request message, said  
13 call request message including a first  
14 telephone number corresponding to said user and  
15 a second telephone number corresponding to at  
16 least one customer service representative; and

17 ii. transmitting the call request message  
18 over the Internet.

1 Claim 17 (currently amended): The method of claim 16,  
2 wherein the step of transmitting the call  
3 request message is performed as a function of an address  
4 information obtained from said web page, ~~and~~

5 ~~wherein generating a call request message~~  
6 ~~includes incorporating into the call request message, a~~  
7 ~~telephone number associated with said user.~~

1 Claim 18 (original): The method of claim 17, wherein  
2 generating a call request message further includes:  
3 incorporating into the call request message,  
4 web page information obtained from the web page and  
5 desired contact time information.

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1 Claim 19 (original): The method of claim 18, wherein  
2 generating a call request message further includes:  
3 incorporating into the call request message  
4 customer service representative information.

1 Claim 20 (original): The method of claim 19, wherein the  
2 customer service representative information includes a  
3 customer service telephone number.

1 Claim 21 (currently amended): A method of operating  
2 telephone equipment, the method comprising the steps of:  
3 receiving from a computer system located at a  
4 customer premise, a message transmitted using TCP/IP  
5 including call set-up information, the set-up information  
6 including a telephone number of a customer and a  
7 telephone number of a customer service representative,  
8 operating the telephone equipment to establish  
9 a first call with the customer;  
10 operating the telephone equipment to establish  
11 a second call with the customer service representative;  
12 and  
13 bridging the first and second calls.

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1 Claim 22 (original): The method of claim 21, wherein the  
2 first call is established prior to the second call, the  
3 method further comprising the step of:  
4 playing the customer a message while  
5 establishing the second call.

1 Claims 23-29 (canceled)

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